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COMMERCIAL OFF-THE-SHELF (COTS) APPLICATION MANAGEMENT

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Commercial Off-the-Shelf (COTS) software includes highly-configurable applications provided by software vendors. This software does not require in-house software development. It does require business analysis, both to detail the business function of the software and to establish the suitability of the software to perform those functions. COTS applications often require specialized configuration at the infrastructure level, and they often require customization at the application level.   Depending on the complexity of the software, application customization can be done by end-users or by technical workers working for the software vendor.

DTS helps acquire software that will meet agency requirements and that will function reliably in the established technical infrastructure. In cooperation with the software vendor, DTS installs, configures, and maintains the software—including patches and upgrades.

Applications / Systems covered by this Product Description

App / System	Description
Cache Medical System	Like Chart, Cache provides access to medical records that have not yet been integrated into M-TRACK
Chart Medical System	Chart is the medical records application that was replaced by M-TRACK. Chart is used by UDC to allow access to medical records created prior to implementation of M-TRACK.

Dentrix	Dentrix supports dental services to inmates.
FM1	Facilities Maintenance applications used to tracking maintenance requests, resolution, and providing reports.
ID Works Identification System	Used to print ID cards for employees, media, and vendors.
INET	Control prison access points.
Intellikey	DIO key tracking application.
Intime	Officer shift scheduling tracking and reporting system.
Keystone 600n	Prison key tracking application
MasterKing	Prison master key management applications.
Medication Dispensing System	Medication dispensing machines and related software.
Quantum	Part of the Intellikey system.
Rounds Tracking	DIO Prison cell block and cell check tracking.
Security Cameras	Security camera control system.
Tiger Commissary	Manages inventory and sale of commissary items. Tracks offender purchases. Provides financial information to UCI Accounting System.
UCI Accounting System	UDC financial accounting application to FINET.
UCI Time and Attendance	UCI inmate employment time tracking.
UCI Print Shop WebCRD	Customer interface to the UCI print shop operation.
UDOCA	Electronic document management system.
Vines	Electronic document management system. Victim tracking and notifications.
VIACK Video System	VIACK provides Corrections with a secure online collaboration solution. It is a web meeting software system with security end-to-end encryption and multiple layers of security ensuring online communications are protected from outside threats. It consists of video conference software, audio, and instant messaging ability.

Application Support Hours

The hours of support required for each individual UDC COTS applications are stated in the contracts between UDC and each vendor. Any DTS application support needed will be during normal business hours of 8 am to 5 pm. Desktop and hosting support of equipment located at a DTS facility will be 24 hours/day 7 days a week.

Product Features and Descriptions

Feature	Description
RFP Support	Coordinating the development, submission, evaluation, selections, and contracting on IT related RFP's and Contracts between the business-side managers and teams and the DTS Contract Administrator and State Purchasing agent. Participating with business-side RFP Committees on developing RFP contents and evaluating RFP responses.
Purchase Process	Infrastructure will purchase hardware and software as described in other product descriptions. Corrections will incur the cost of the COTS software.
Project Management	When asked by the Agency and in coordination with the vendor, identify work to be performed and expected outcomes for each project. Develop / coordinate the creation of project documentation (Project Definition document, Project Plan, requirements / specifications document, implementation plan, use cases / test plan, etc). Track the actual work effort against the plan. Coordinate the efforts of all parties affected by the project, including agency staff, DTS staff, and third parties (other agency staff, Utah Interactive, vendors / consultants, etc). Provide effective and appropriate level of communication regarding project status and issues regularly (Stakeholders, Project Team, Users, Agency Staff, etc).
Customization (Application Maintenance)	Application customization and maintenance will be done by the vendor. The vendor will coordinate with the business and complete Corrections change management procedures.
Configuration (Hosting)	Hosting will configure the servers and OS as required to support COTS applications. Hosting will help troubleshoot all applications.
Help Desk	Help desk will take all initial trouble calls. As long as the issue is at least partly a DTS problem, the help desk will track it. Once an issue is clearly in vendor code alone, the issue will be tracked by Corrections and the vendor.

Database Support	For On-Premise solutions and in coordination with the vendor. Perform modifications to the database needed to accommodate the implementation of vendor-supplied changes. Ensure the reliability and availability of databases.
Testing	DTS will take the lead on overall test planning when their actions create the need for testing. Corrections will do detailed test planning for specific functions of each application. Vendors will take the lead on overall test planning when their actions create the need for testing.
License Compliance	Corrections will track compliance with COTS licensing only.
COTS Contract Management	For joint DTS / UDC IT Contracts. Provide support and assistance in the management of vendor performance and contract elements on COTS applications.

Features Not Included

Feature	Explanation
Data entry	The process of entering data into the application.
Customizing	The customizing of an application after purchase.
Static Table Entry	UDC User Representatives determine and load Static Table content items.
User Functional Testing	UDC User Representatives and groups perform User Testing activities.
Policy and Procedure documents	UDC User Representatives will create / update agency Policies and Procedures.
User Manuals	DTS does not write or update user manuals for the applications. UDC User Representatives and groups will write new manual segments and update existing manuals as changes to the system are developed.
User Training	DTS does not provide user training for the applications. UDC User Representatives and groups prepare and present all user-level training on the applications.
COTS Application Help Desk	DTS does not provide first line user support for these systems. Application questions are first directed to responsible agency staff and then to the vendor.

Rates and Billing

Feature	Description	Base Rate

COTS Applications (Client)	As listed under product features and descriptions	Included in the Desktop / Service Desk Rate
COTS Applications (Server)	As listed under product features and descriptions	Included in the Enterprise Hosting & Storage Rates
Application Development by DTS staff	All hours reported as worked each pay period, including overtime and on-call.	Refer to DTS Rate for Application Development
Contractors, Vendors, Consultants	Development, maintenance, analysis, project management or implementation work provided by any 'third party'.	Actual cost

Ordering and Provisioning

The need for an application is based on UDC business needs. After UDC has identified a need for an application, they will contact DTS as a consultant. DTS will identify any known possible IT solution used by the State.

In the event there are no workable solutions found in State Government, DTS will work with UDC and any vendors to arrive at a workable solution.

This might require going out to bid or developing an RFP. Working as a consultant, DTS will assist UDC in the development of an RFP and later on with evaluating the bids.

UDC will place orders for COTS applications with the DTS' purchasing agent as stated in the Product Description "UDC – Asset Management." DTS purchasing agent will take all required preparatory steps before placing the order with the vendor.

UDC will supply needed funding information to the DTS purchasing agent when placing an order for COTS applications.

DTS Responsibilities

Installation of COTS applications as defined by the vendor and required by UDC will be performed by DTS. Likewise, all upgrades and patches will be installed by DTS.

DTS will test COTS applications in the State's IT environment prior to deployment and when required patches and/or updates are to be installed in a way that minimizes service disruptions.

DTS will track COTS licenses using server-based software. In addition, DTS will keep COTS licenses in a fire resistant safe if not stored by the Department of Enterprise Technology (DET) at an offsite location.

Agency Responsibilities

When identifying a UDC business need for a COTS application, UDC will review with DTS any IT infrastructure impacts such as disk space, servers, increased workstation requirements, bandwidth, etc.

UDC is responsible for the funding of COTS applications including any additional IT infrastructure and/or DTS rates.

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:
- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
O-Track	99.90%
M-Track	99.90%
NORM / CACTUS	99.90%
UDC COTS	99.50%
UDOCA	99.50%

Times exclude those tickets in a "Pending" status waiting a known bug fix.

Note: Application Availability metrics for NORM/CACTUS, UDC COTS, and UDOCA are based on normal business hours (Monday – Friday 8 am – 5 pm).

For O-Track and M-Track the availability metrics are based on a 24 hour / day x 7 days / week schedule. However, after normal business hours only Desktop Support and Hosting staff provide on-call service to O-Track and M-Track systems. Due to the very low incidence of calls requiring Software or DBA staff assistance, it was determined that we would follow our existing practice of not having Software or DBA staff on-call.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines

Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Time to Initial Response	**Target:** **Percent of Tickets Meeting Priority Timelines**
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	**Target**
First Contact Resolution	75% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Customer Satisfaction Target

Metric Description	**Target**
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied